

**Department of Information Services
Customer Advisory Board
January 25, 1999
Meeting Minutes**

Members present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Dan Parsons, Washington State Patrol
Fran Muskopf, Department of Health
Bob Monn, Department of Ecology
Susie Smith, State Auditor's Office
Marla Kentfield, Office of the State Treasurer
Dan Fannin, Center for Information Services
Shelagh Taylor, Labor and Industries
Don Price, Department of Corrections
Niela Goyette, Department of Revenue
Dennis Jones, Office of Financial Management
Craig Wilson, Liquor Control Board
John Lowden, Center for Information Services
Mike Kretzler, Utilities and Transportation Commission
Kathy May, Department of Transportation
Brian Backus, Office of the Administrator for the Courts
Mike Almvig, Skagit County
Tom Neitzel, Health Care Authority
Dale Putnam, Washington State Patrol
Craig Wilson, Liquor Control Board
Paul Piper, Department of Services for the Blind
Javad Naini, Department of Labor & Industries**

DIS Staff present:

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| Steve Kolodney, Director | Connie Michener, MOSTD |
| Clare Donahue, Chief Deputy Director | Joe McGavick, R&G/MOSTD |
| Paul Taylor, Deputy Director | Eric Campbell, Communications |
| John Anderson, Assistant Director | Mary Lou Griffith, MOSTD |
| Mike McVicker, Assistant Director | Dennis Hausman, MOSTD |
| Carrie Tellefson, Assistant Director | Stan Ditterline, MOSTD |
| Marilyn Freeman, Interactive Technologies | Lourdes Collins, MOSTD |
| John Saunders, Year 2000 | Darrel Riffe, MOSTD |

Call to order: Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

DIS Presentation

Steve Kolodney made an announcement that the Governor's office has approved the appointment of Paul Taylor as Deputy Director at Department of Information Services (DIS). Steve then stated that the purpose of the DIS presentation was to provide information on DIS' direction over the next twelve to eighteen months. The top ten accomplishments of DIS were provided on a handout and further discussion included Washington receiving the Digital State award for a second year in a row and the upcoming Governing Magazine report on Grading the States.

Marilyn Freeman provided a demonstration of Access Washington, revisions to the site that have been made since it was created, and that revisions will be ongoing. She also stated that Washington Interactive Technologies has changed their name to Interactive Technologies.

Mike McVicker and John Anderson provided information on the Computer Services and Telecommunication Services Divisions at DIS.

OFM Budget Process - Pam Davison

Pam Davidson provided to the CAB the Governor's budget presentation that was used when the budget was released.

Year 2000 Update – John Saunders

John Saunders provided a brief update on the Year 2000 risk assessments stating overall risks are down and the next cycle of assessments have started. The risk assessments have been posted on the Year 2000 website. Any questions should be directed to John or Barry Rau of Sterling Associates.

Gartner Group – Paul Taylor

Paul stated that negotiation with the Gartner Group started in August of 1988 as the current contract expired in December 1998. Paul had previously asked the CAB for input on the value of services to assist in negotiating the contract and with those comments in mind, and a new proposal from Gartner, the contract will be renewed. Further information will be available at the February CAB meeting.

Next Meeting is scheduled for February 22, 1999 from 1:30 – 3:30 p.m. in the DIS Boardroom.

Meeting adjourned.